Troubleshooting Guide

Please see below examples of common login issues and potential solutions.

- If you have locked yourself out (see appendix 1 fig 1) or have forgotten your password please email loginenquiries@lawscot.org.uk quoting your full name, date of birth and email address as held by the Society
- If you are unsure what to do click here for detailed information
- If an error message appears after typing in username and password (see examples in appendix 1 fig 2)
    - Check username and password and try again noting that passwords are case sensitive and may include the number zero easily mistaken for the letter O.
    - Check there are no other browsers open that may already be logged in
    - Close all browsers and re-open. Try logging in again.
    - Restart PC
    - Try logging in again

If these steps do not resolve the issue or you see an error message (see examples in appendix 1 figures 3 and 4) we recommend that you check your browser settings. These settings may be blocked by your internal system or IT department therefore in this case or if you are not confident making browser changes please contact them for assistance in the first instance.

(Please note that different browsers or versions may have the internet options in a different way some examples are shown in appendix 2):

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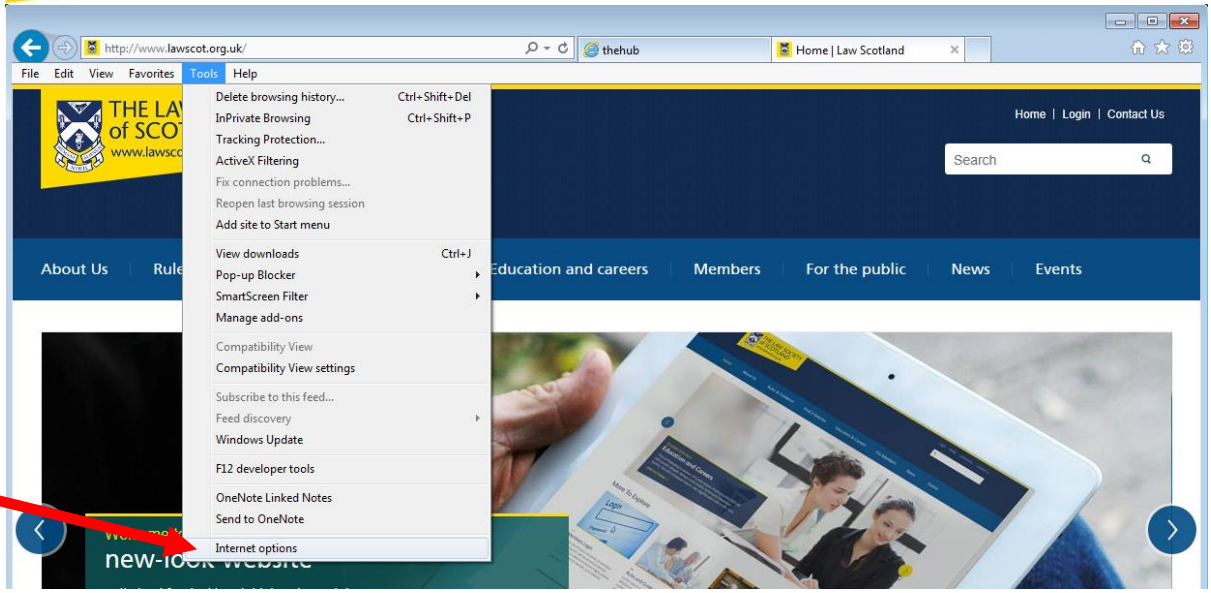
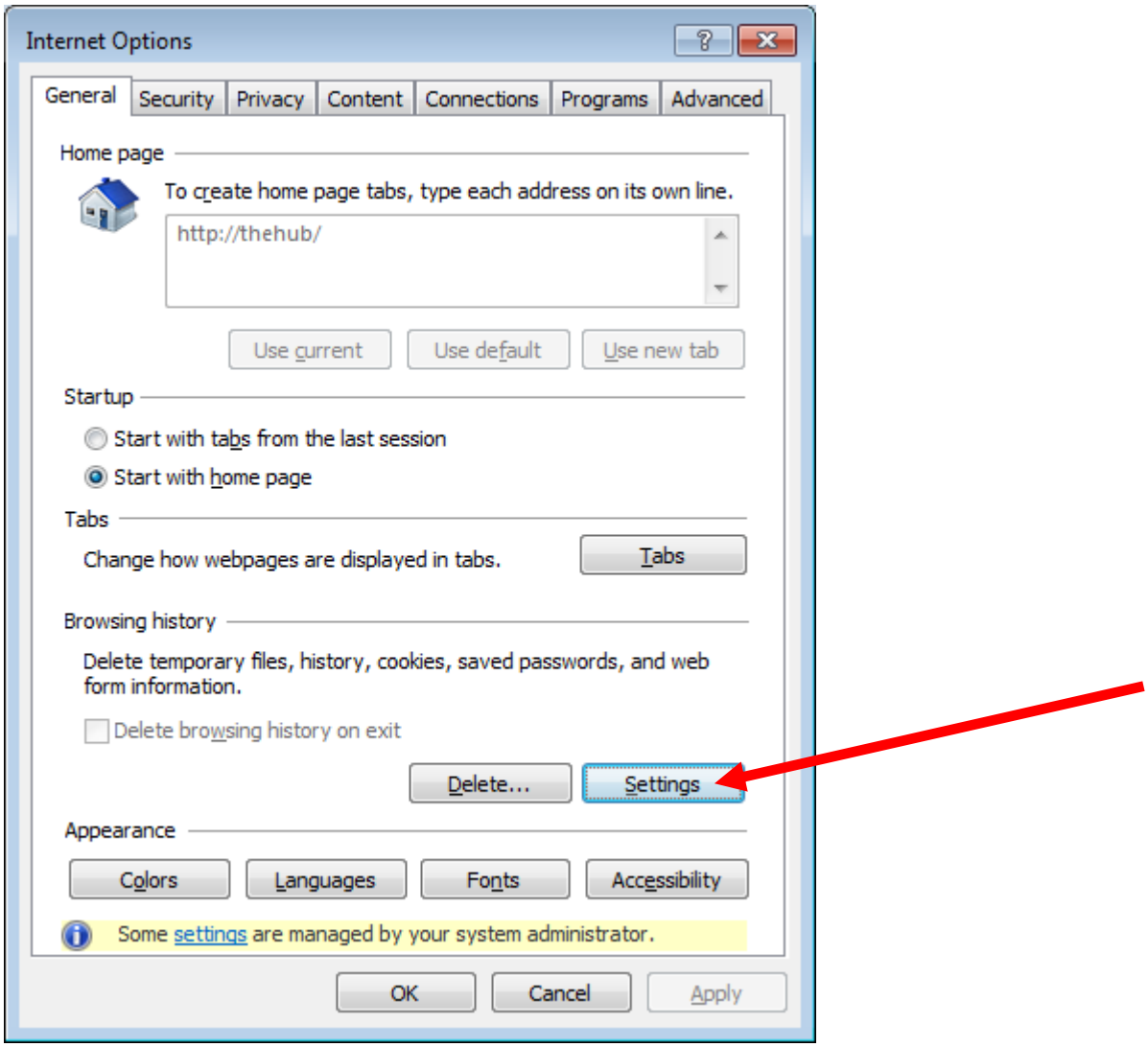
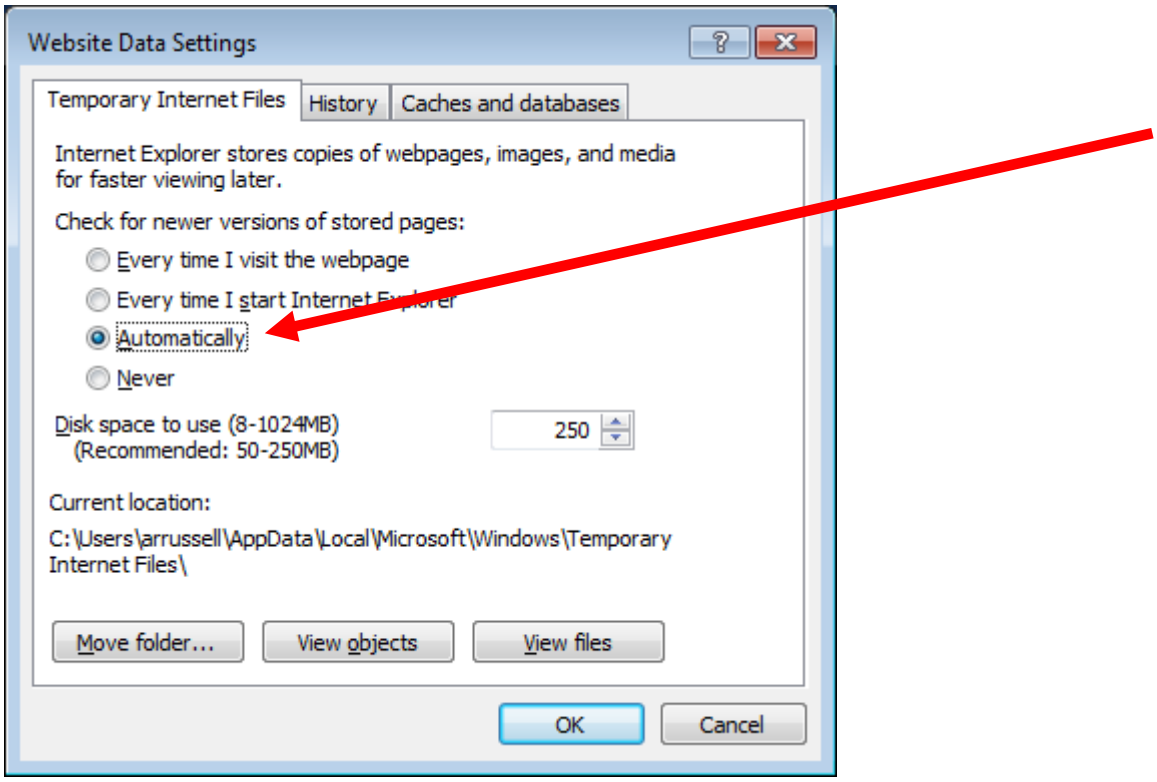
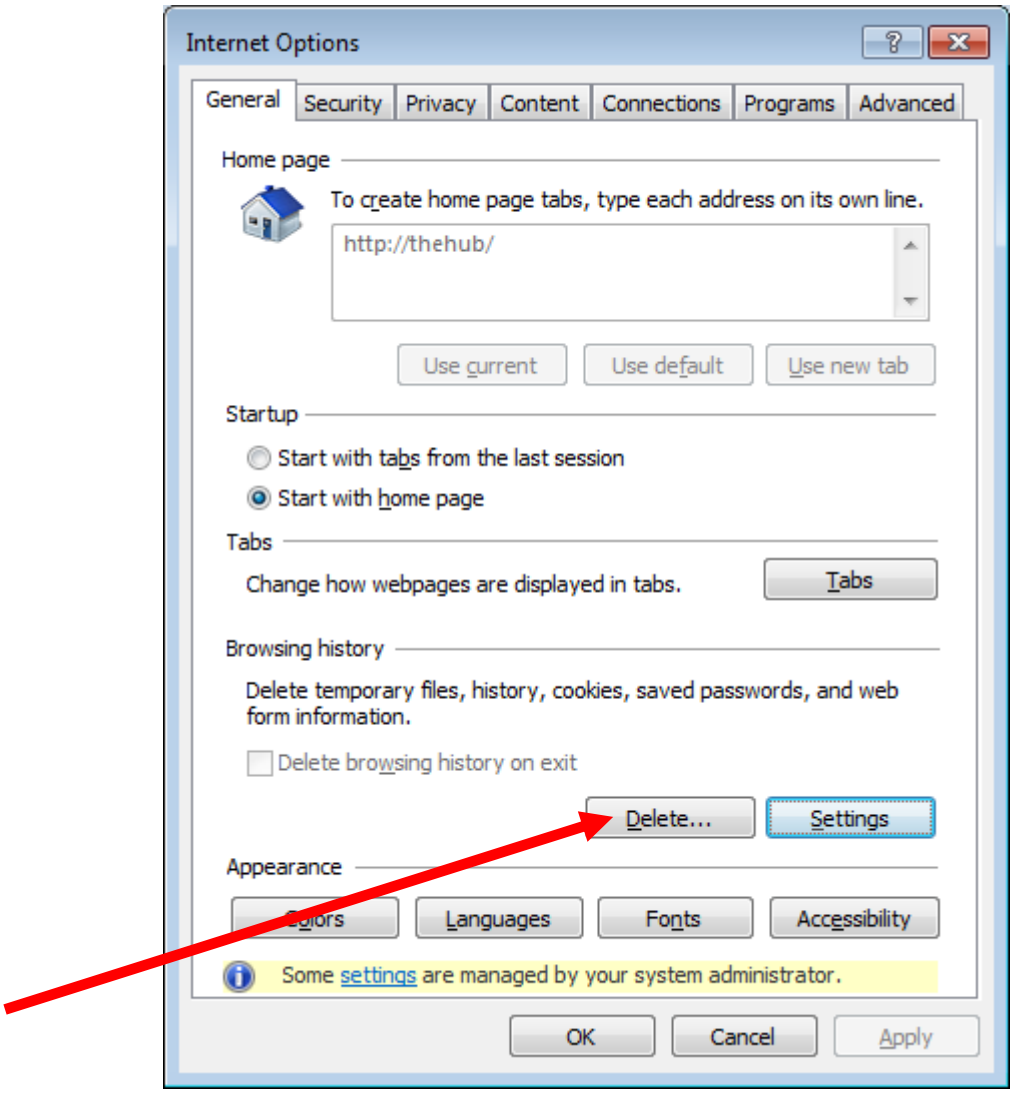
www.lawscot.org.uk

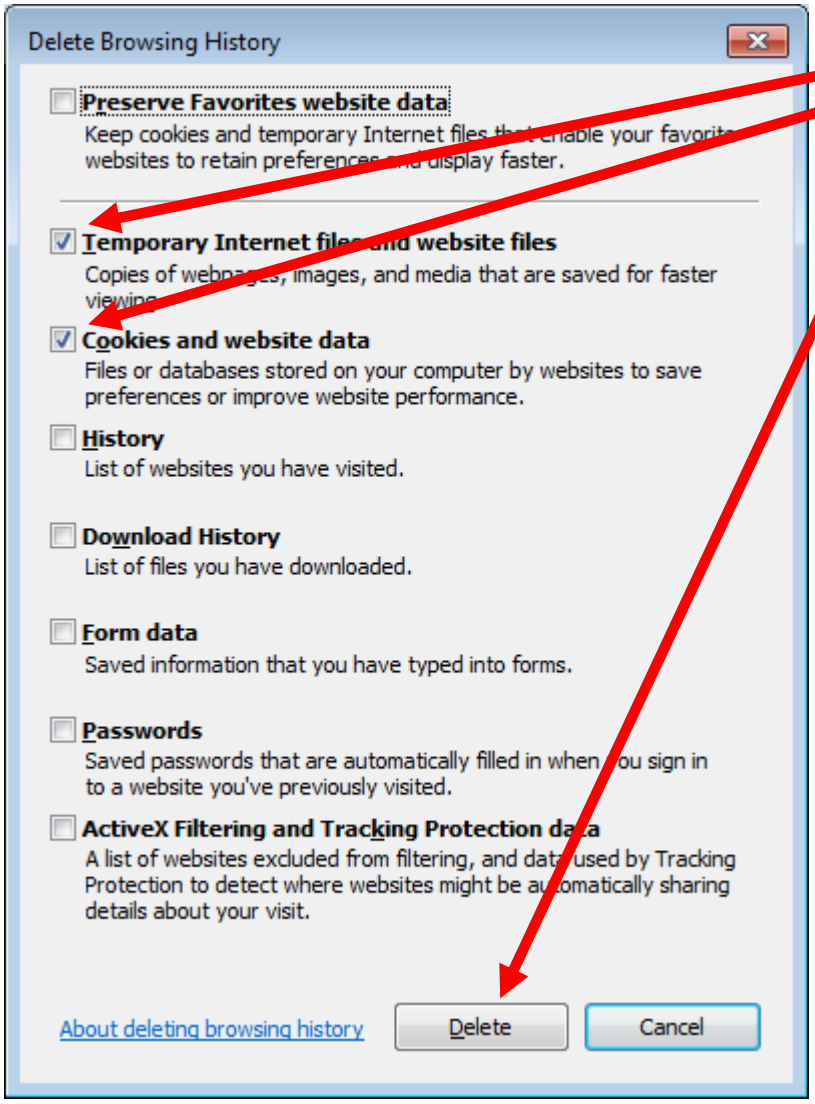




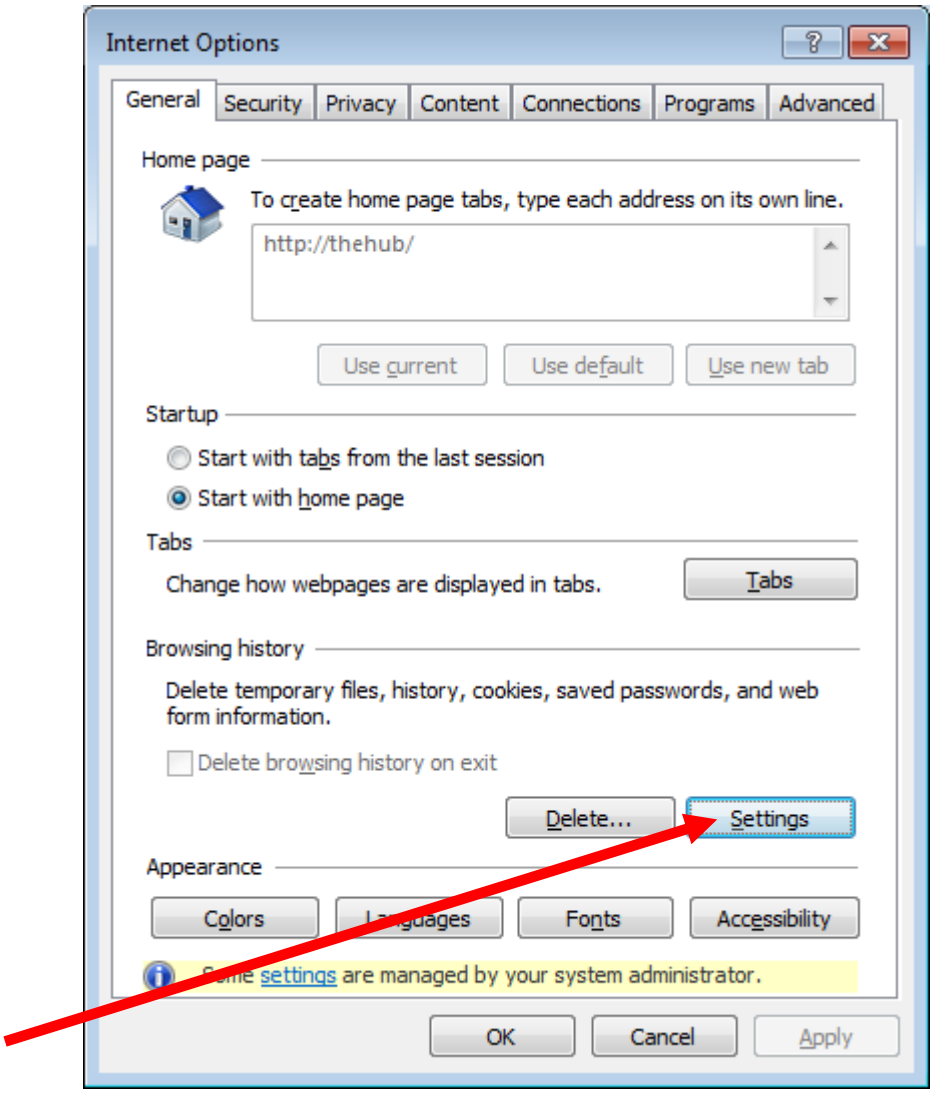

Website Data Settings
Temporary Internet Files
History
Caches and databases
Internet Explorer stores copies of webpages, images, and media for faster viewing later.
Check for newer versions of stored pages:
Every time I visit the webpage
Every time I start Internet Explorer
Automatically
Never
Disk space to use (8-1024MB)
(Recommended: 50-250MB)
250
Current location:
C:\Users\arrussell\AppData\Local\Microsoft\Windows\Temporary Internet Files\
Move folder...
View objects
View files
OK
Cancel

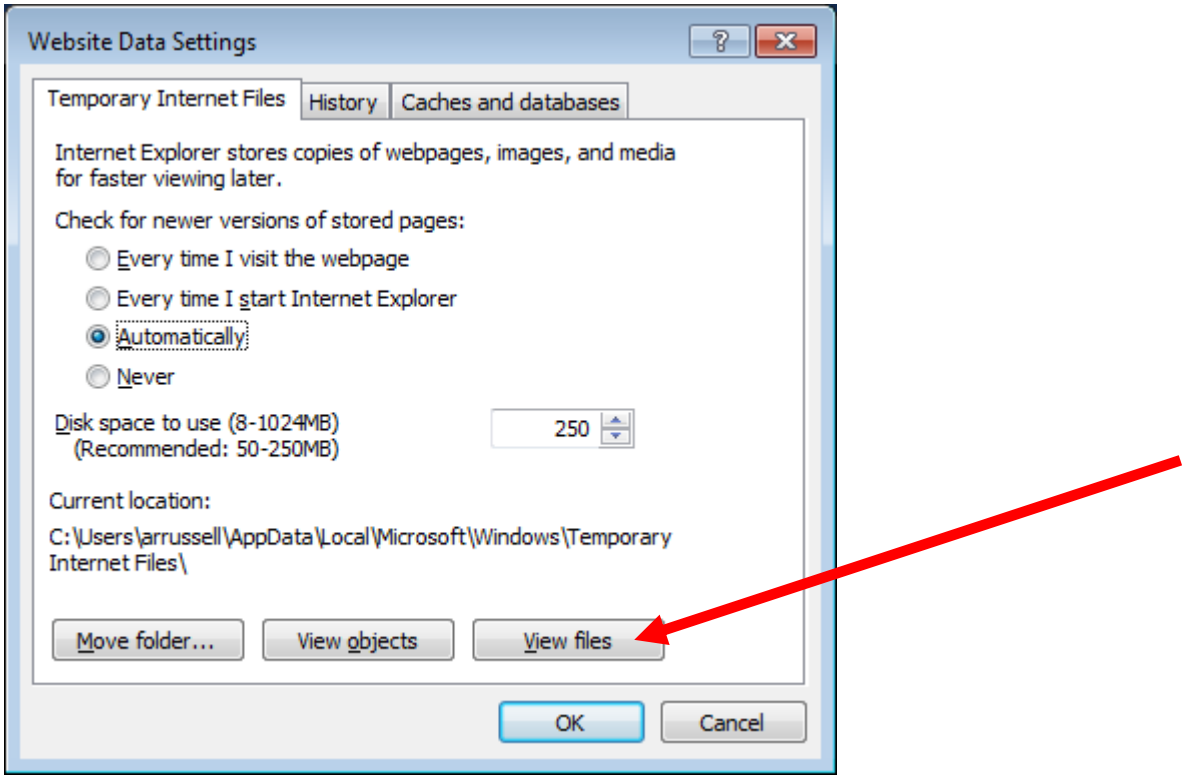
Delete browsing history and cookies:

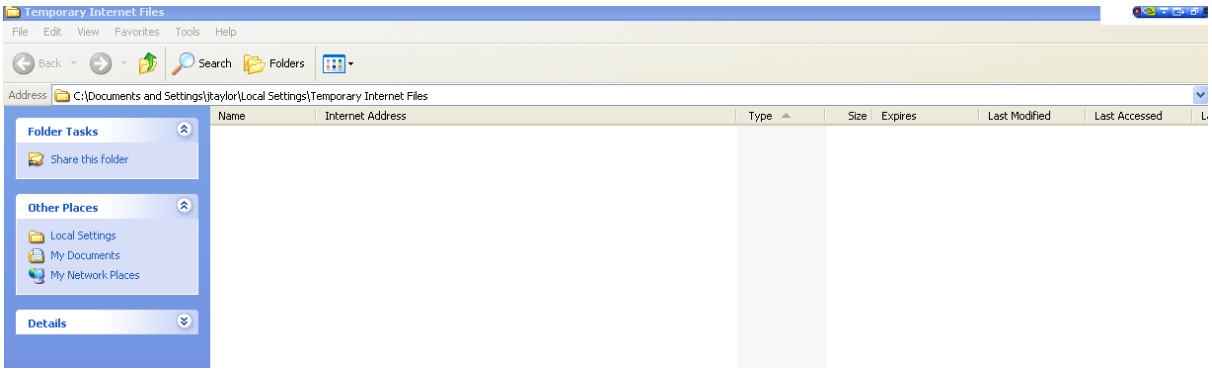



Delete Browsing History
Preserve Favorites website data
Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.
Temporary Internet files and website files
Copies of webpages, images, and media that are saved for faster viewing.
Cookies and website data
Files or databases stored on your computer by websites to save preferences or improve website performance.
History
List of websites you have visited.
Download History
List of files you have downloaded.
Form data
Saved information that you have typed into forms.
Passwords
Saved passwords that are automatically filled in when you sign in to a website you've previously visited.
ActiveX Filtering and Tracking Protection data
A list of websites excluded from filtering, and data used by Tracking Protection to detect where websites might be automatically sharing details about your visit.
About deleting browsing history
Delete
Cancel

You can check that this has been successful:







If there are any files shown in the folder above then the delete has been unsuccessful.

Please note that different browsers or versions may have the internet options in a different way some examples are shown in appendix 2.

If you are not confident making browser changes or these settings are blocked by your internal systems/IT department please contact them for assistance.

If none of the above applies or resolves your issue or you need any further assistance, please contact us: loginenquiries@lawscot.org.uk. Please quote your full name, date of birth and email address to assist us to deal with your enquiry.

Appendix 1

Figure 1

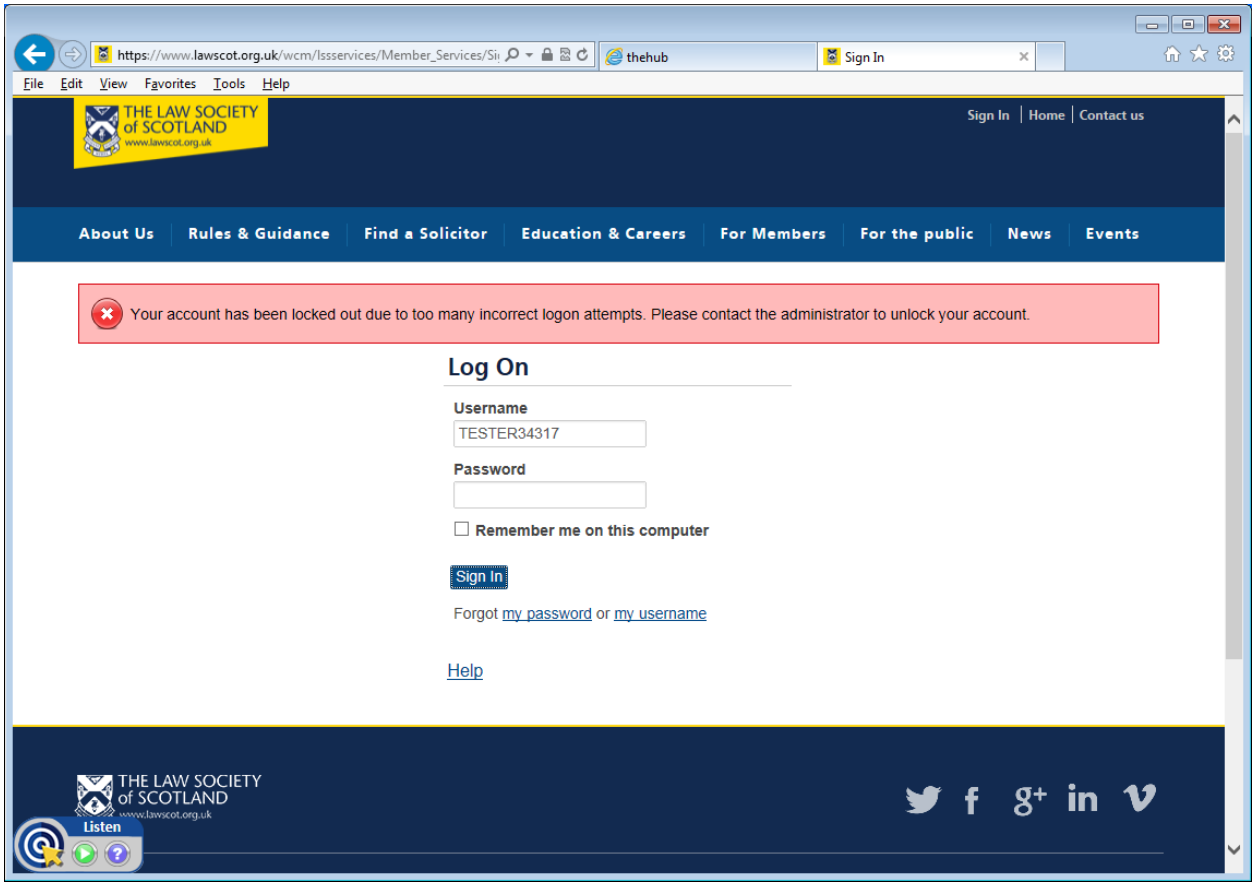

https://www.lawscot.org.uk/wcm/Issservices/Member_Services/Si
thehub
Sign In
File Edit View Favorites Tools Help
THE LAW SOCIETY of SCOTLAND
www.lawscot.org.uk
Sign In | Home | Contact us
About Us | Rules & Guidance | Find a Solicitor | Education & Careers | For Members | For the public | News | Events
Your account has been locked out due to too many incorrect logon attempts. Please contact the administrator to unlock your account.
Log On
Username
TESTER34317
Password
Remember me on this computer
Sign In
Forgot my password or my username
Help
THE LAW SOCIETY of SCOTLAND
www.lawscot.org.uk
Listen

Figure 2

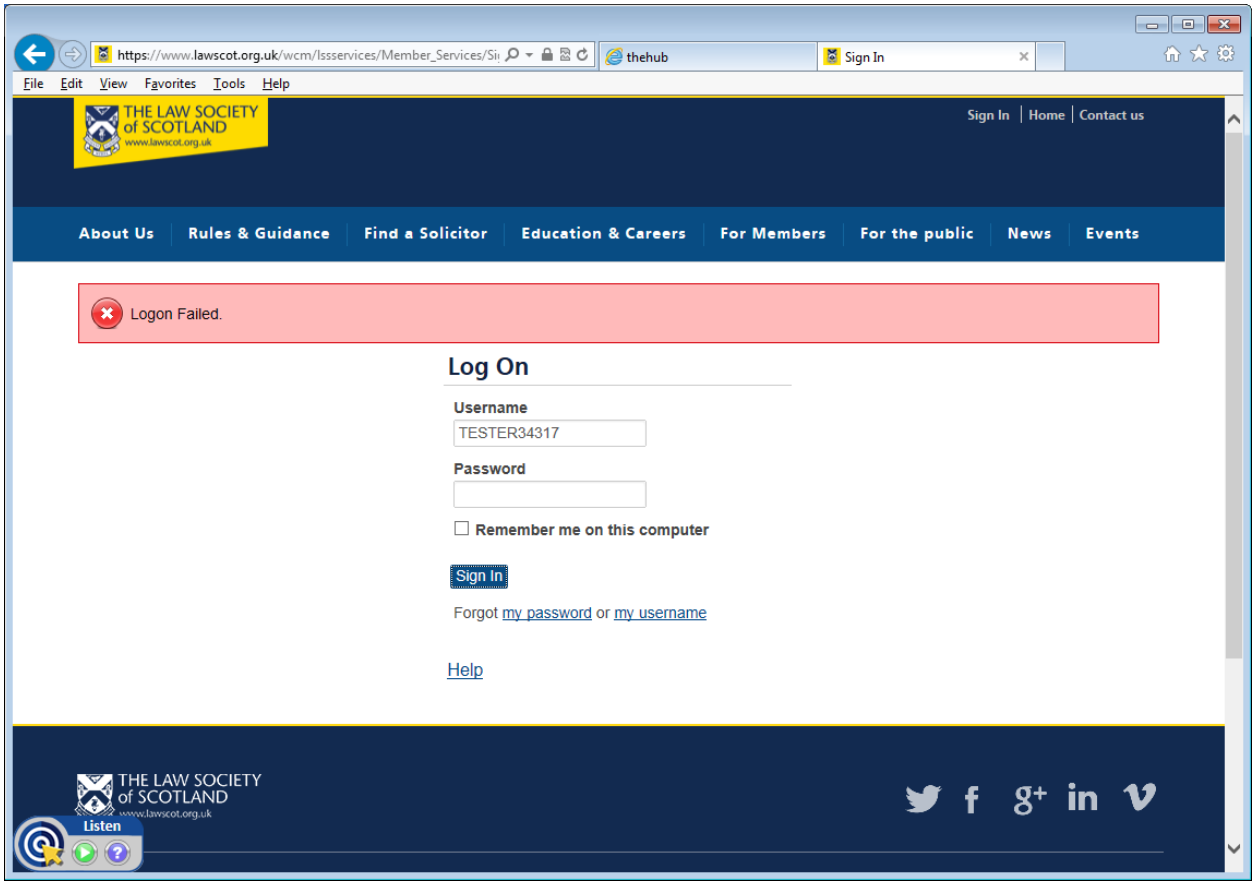


Figure 3

Server Error in '/wcm' Application.

Validation Failed

Description: An unhandled exception occurred during the execution of the current web request. Please review the stack trace for more information about the error and where it originated in the code.

Exception Details: Asi.Security.UserValidationException: Validation Failed

Source Error:

An unhandled exception was generated during the execution of the current web request. Information regarding the origin and location of the exception can be identified using the exception stack trace below.

Stack Trace:

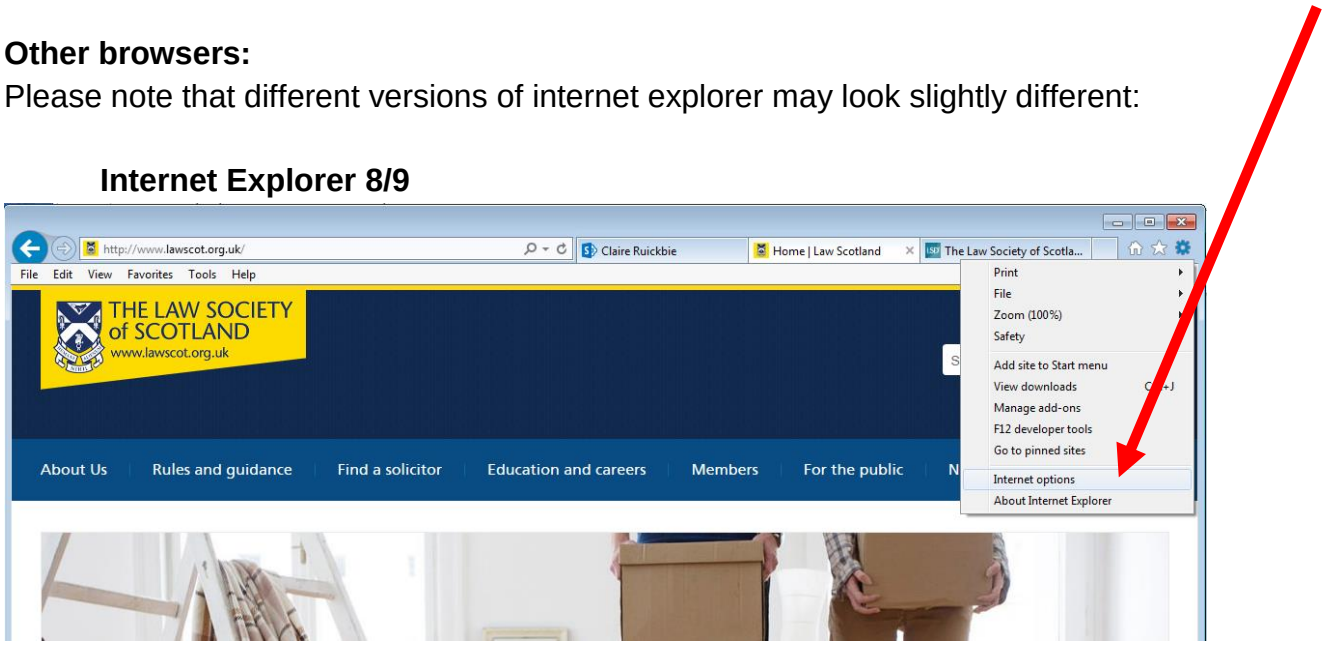
```
[UserValidationException: Validation Failed]
 Asi.Security.SecurityContext.AppPrincipalFromReader(Boolean withPassword,
RolePrincipal rolePrincipal, OleDbDataReader reader) +177
 Asi.Security.SecurityContext.AppPrincipalByUserId(String userId,
RolePrincipal rolePrincipal) +291
 Asi.Security.SecurityContext.AuthenticateByUserId(String userId,
```

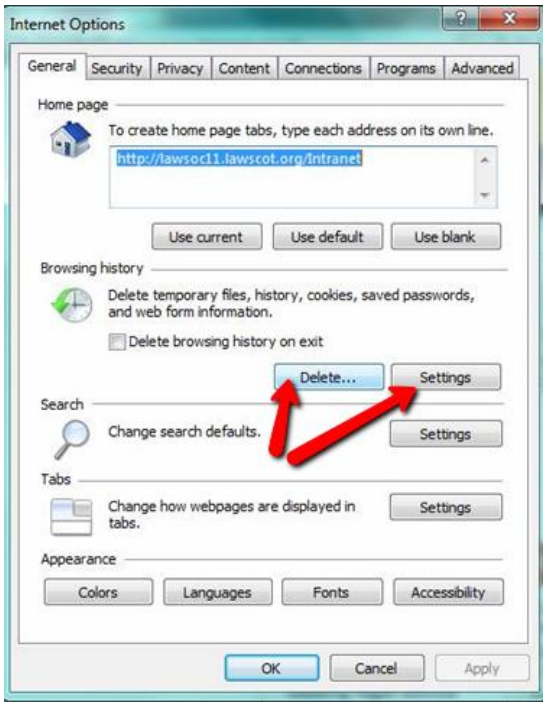
Figure 4

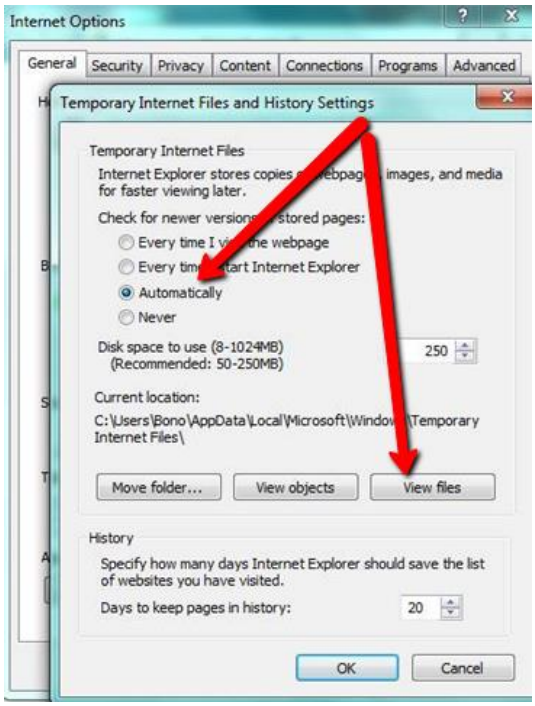
Appendix 2

Other browsers:
Please note that different versions of internet explorer may look slightly different:

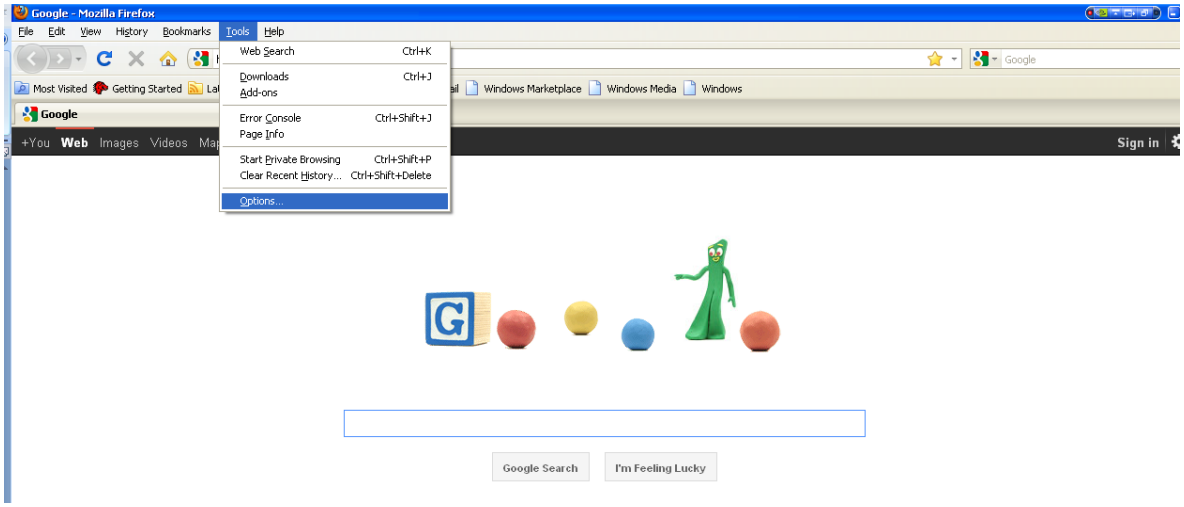
Internet Explorer 8/9



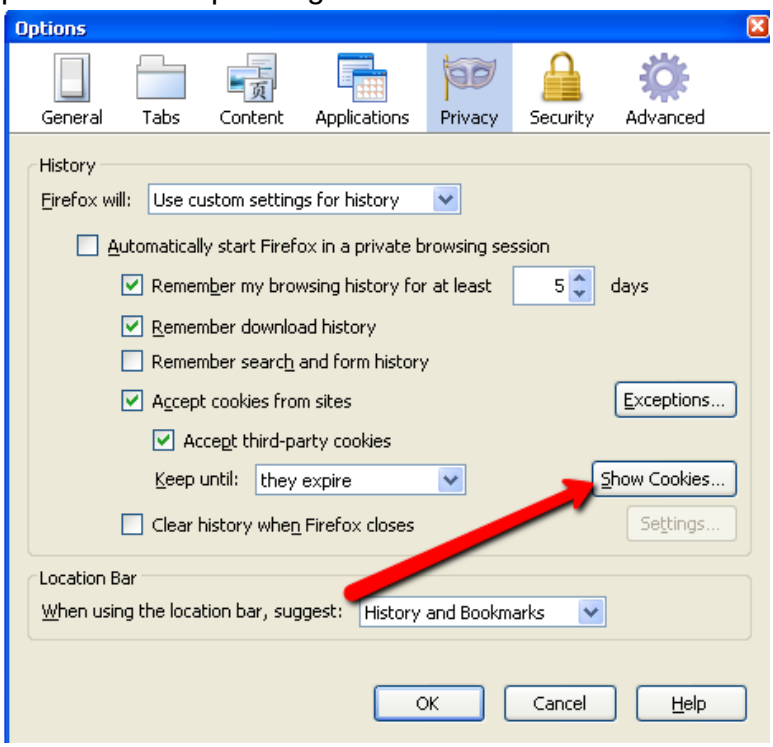


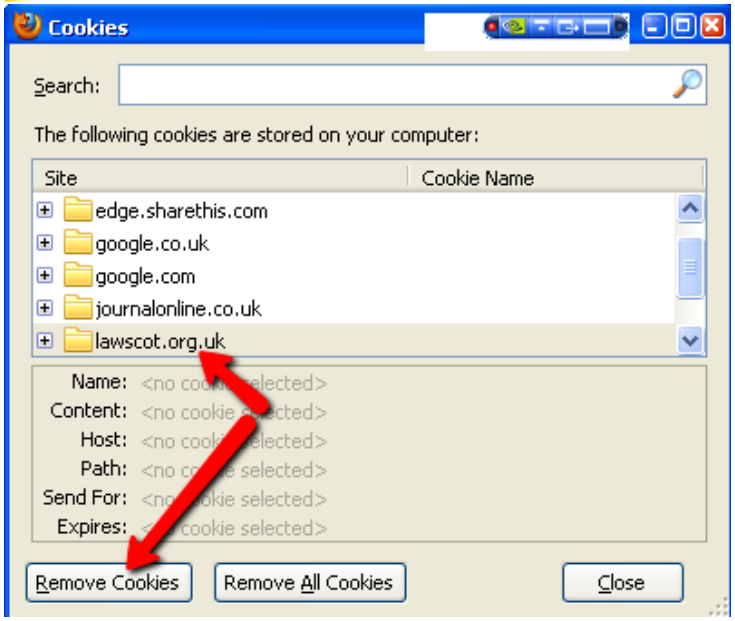


Mozilla Firefox

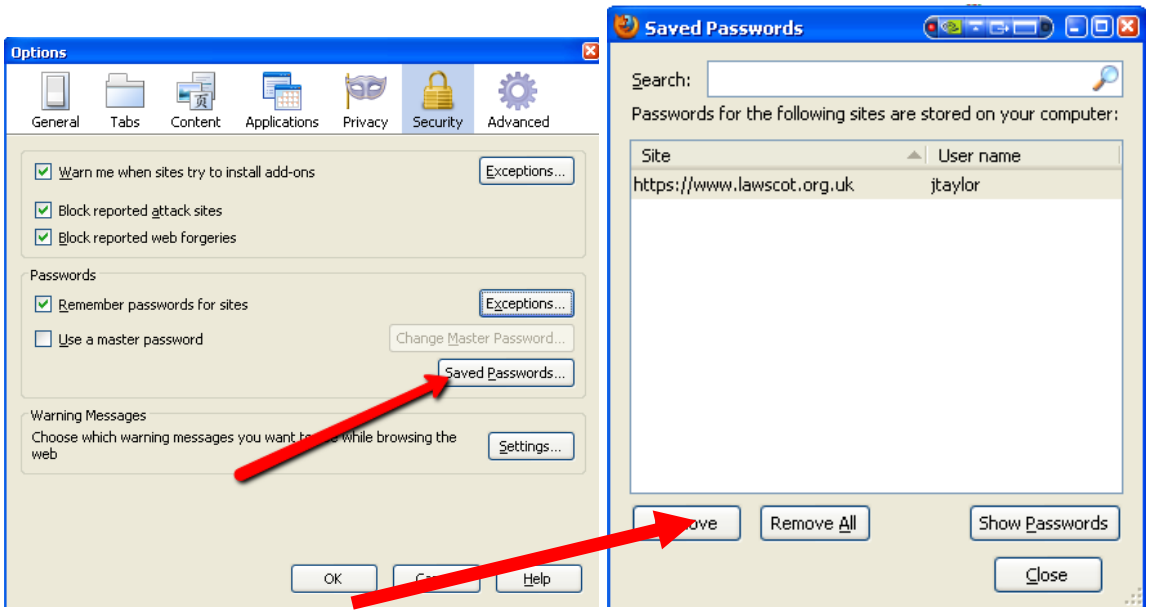


To remove previously stored cookies which might hold incorrect information from a previous attempt to login to the website:





Check that no out of date passwords have been retained:



You can click on remove. Try going back to the site and logging in by entering the username and password when prompted to do so.